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RULE				

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** CONTINUING DATA *****

None AA

** FOREIGN APPLICATIONS *****

None AA

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 01/28/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 9	TOTAL CLAIMS 50	INDEPENDENT CLAIMS 12
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met <i>advance</i>				
Verified and Acknowledged Examiner's Signature <i>HOOSAIN</i> Initials <i>AA</i>				

ADDRESS

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TITLE

Managing caller profiles across multiple hold queues according to authenticated caller identifiers

FILING FEE RECEIVED 2036	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
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